

Response to Questions - #1

1. Is the City open to stand alone applications, such as CIS billing software applications that easily integrate and compliment Financial ERP systems?

Potentially – but only as described in the RFP

2. How many utility customer accounts does the City bill? How often are these accounts billed (Monthly, Bi-Monthly...etc)?

We bill 13,547 accounts once a month.

3. Has the City seen software demonstrations via web presentations or onsite meetings prior to the RFP?

Yes

4. How many full and part time users of the utility billing module are there?

We have 7 full time users of the utility billing module and 2 part time users.

5. What are the Police and Fire departments currently using for scheduling software, if anything?

Police use Excel currently – Fire is a contracted service and the City does not handle scheduling.

6. What does the Public Works division currently use for work order/asset tracking software?

Public Works uses various manual forms for work orders, an integrated work order system would be a plus.

Asset tracking is done by Finance using Sage as indicated in the RFP on the Current Systems Table.

7. How many Parks and Recreation employees will need to be scheduled with the advanced scheduling module?

From 50 to 75 part time parks workers depending upon time of year.